



**STATE OF NEVADA**  
**Department of Administration**  
**Division of Human Resource Management**

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**CLASS SPECIFICATION**

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
QUALITY CONTROL SPECIALIST II	36	B	12.370
QUALITY CONTROL SPECIALIST I	34	B	12.371

**SERIES CONCEPT**

Quality Control Specialists review sample casework of public assistance or child support enforcement programs to determine compliance with State and federal laws, regulations, policies and procedures; identify errors and causal factors; investigate and verify case facts and information; and recommend corrective action or compile data for required reports.

Conduct independent audits; examine and evaluate sample case records for completeness, accuracy and validity according to federal and State program requirements, policies and procedures; establish and contact collateral resources to investigate and verify the appropriate application of program guidelines; determine compliance with State and federal laws by comparing information obtained through review of case records and collateral investigations to program requirements; establish and maintain files and control logs to document audit activities and ensure required timeframes are met.

Provide technical guidance to agency or county staff regarding program activities and requirements; develop and present training programs which address federal and State requirements, program requirements, policies and procedures, and other areas as required; review existing training materials and work with agency trainers to improve instructional materials as requested.

Prepare and submit audit findings to district office personnel, program administrators and federal authorities; explain errors; cite appropriate laws, regulations, policies or procedures; identify the source of errors and recommend appropriate corrective action as required.

Evaluate rebuttals to audit findings, develop supplemental reports, and conduct and participate in joint conferences with targeted office personnel and administrative staff to resolve differences and recommend corrective action as required.

Cooperate with federal and other outside reviewers to determine the accuracy and timeliness of the agency's evaluation; participate in or develop and implement strategies including corrective action plans in response to federal and other outside audits; develop and submit supplemental reports and/or rebuttals.

Provide performance indicators to program administrators and federal officials which measure program efficiency and effectiveness and which become the basis for funding; provide input data or compile, tabulate and analyze statistical data related to review findings to complete required reports and other documents.

Prepare and submit cases of suspected fraud for additional review and investigation.

Perform related duties as assigned.

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## CLASS CONCEPTS

**Quality Control Specialist II:** Under general supervision, incumbents plan, organize and oversee the day-to-day activities of lower level Quality Control Specialists; train, supervise and evaluate the performance of assigned staff; assign and adjust workloads; implement regulations or policy changes affecting the work unit; provide case reviews for quality control staff; compile and review statistical data associated with unit activities from case records, logs, computer files and other sources and prepare requested reports. This is the supervisory level in the series.

**Quality Control Specialist I:** Under general supervision, incumbents perform the full range of duties described in the series concept. This is the journey level in the series.

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## MINIMUM QUALIFICATIONS

### **QUALITY CONTROL SPECIALIST II**

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and three years of experience determining eligibility for public assistance programs, one year of which must have included reviewing the work of others; **OR** one year of experience as a Quality Control Specialist I in Nevada State service; **OR** an equivalent combination of education and experience.

**ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES** (required at time of application):

**Working knowledge of:** federal regulations and State laws, policies and procedures applicable to the program assignment; purpose, organization and functions of the assigned program area; methods and practices of auditing and investigative interviewing. **General knowledge of:** social and economic conditions and their effect upon individuals. **Ability to:** establish and coordinate an internal review process which may include field investigations; establish and maintain cooperative working relationships with co-workers and other local, county, State and federal personnel; examine case records to determine compliance with regulations; conduct effective audits and apply and explain complex regulations and requirements; organize material and information in a systematic way to optimize efficiency; locate, analyze, interpret and apply information, data and research findings; write narrative and statistical reports, recommendations, correspondence and other materials to accurately describe case findings; perform statistical computations and comparisons; formulate recommendations for corrective action; evaluate program effectiveness; provide technical assistance and training; identify needed changes and solicit cooperation of supervisors, managers and administrators in implementing corrective action plans; deal appropriately with uncooperative individuals; navigate and locate information through the agency computer systems and the Internet; and all knowledge, skills and abilities required at the lower levels.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES** (typically acquired on the job):

Working knowledge of: principles and practices of training and supervision. Ability to: oversee day-to-day activities of the unit including maintenance of equipment needed for office operation.

### **QUALITY CONTROL SPECIALIST I**

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and two years of journey level experience eliciting information regarding support enforcement and/or eligibility for public assistance programs including conducting interviews, making determinations based on the application of rules and regulations, verifying and analyzing information, and documenting facts pertinent to the program; **OR** an equivalent combination of education and experience.

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### MINIMUM QUALIFICATIONS (cont'd)

#### QUALITY CONTROL SPECIALIST I (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

**Working knowledge of:** guidelines, regulations and policies applicable to the program assignment; public assistance programs; computer skills and operation. **General knowledge of:** basic investigative methods, data collection and analysis techniques; philosophy and objectives of public assistance. Ability to: identify relevant concerns, patterns or tendencies, formulate logical and objective conclusions based on facts and circumstances, and recognize alternatives and their implications; read, interpret and apply regulations and State laws, administrative policies and legal and technical documents to specific case facts; accurately compile information from various sources; write grammatically correct business correspondence; conduct interviews using appropriate language to obtain information, exchange information and explain policies and procedures; make group presentations to persuade others to accept a specific opinion, provide information or explain procedures; prioritize and coordinate work assignments in accordance with established timeframes and requirements; work independently and follow through on assignments with minimal direction; effectively communicate with persons from a variety of cultural, social, economic and educational backgrounds; add, subtract, multiply and divide whole numbers, fractions and decimals; establish and maintain alpha/numeric files; operate personal computers and software such as word processing and spreadsheets to develop various forms, reports and correspondence.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):  
*(These are identical to the Entry Level Knowledge Skills and Abilities required for Quality Control Specialist II.)*

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>12.370</u>	<u>12.371</u>
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REVISED:		6/20/78-3
REVISED:		7/1/93P
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REVISED:		3/25/05PC